

Mastering Positive Assertiveness | 2 Days

Ensuring that you are heard and understood is an essential skill, but it can easily come across as antagonistic and confrontational. Whether addressing behavioral issues or directing a meeting, it is important that you be properly self-confident and emphatic, while maintaining positive work relationships. In this course, you will discover the best techniques to be properly assertive, and what are the ideal approaches in differing situations.

WHO SHOULD ATTEND:

Team leaders, managers, executives and other business professionals, as well as those who would benefit by being able to assert themselves more effectively in a professional environment.

JOB ROLES:

Personal Development
Leader of Teams/Projects
Leader of Managers/Departments

OBJECTIVES:

- Develop the necessary skills to communicate with confidence
- Apply communication styles that maximize benefits
- Augment your listening and hearing skills to increase engagement
- Utilize that art of asking questions to elicit more from others
- Leverage your body language for full communication
- Make the best first impressions by looking, sounding and being confident

COURSE OUTLINE:

What is Assertiveness?

Differentiating Self-confidence from Assertiveness
Understanding the Four Styles of Communication
What Separates Assertiveness from Passiveness, Aggressiveness, and Passive-Aggressiveness
Completing the "Interpersonal Influence Inventory" Assessment

Dimensions of Communication

Differentiating Listening from Hearing
Developing Emphatic Listening Skills
Utilizing Question Types – Open, Clarifying, and Closed
Converting Negative Thinking into Positive Thinking

Body Language Says It All

Managing Your Appearance
Understanding Non-verbal Communication
Making the Right First Impression
Speaking with Confidence
Relaxing and Reducing Anxiety

Dealing with Difficult Situations

Dealing with Difficult People
Building Rapport and Trust
Appreciating the Different Ways that People Send and Receive Information
Breaking Down Barriers and Building Consensus
Applying PEGASUS
Utilizing a Tactical Approach
Choosing the Proper Form of Communication

We Ensure Personal & Professional Growth Through:



TOPIC-SPECIFIC, REINFORCEMENT MATERIALS TO ENRICH YOUR JOURNEY

eBooks, On-Demand Courses, Quick Videos,
Personal & Team Assessments, Tools & Templates.